

ANALYZER STATE REPORT

To diagnose and solve a technical problem on a remote device:

- Fill the information required in page 2 of this document. Normal conditions would be similar to those of the Quality Control report.
- Create a zip file called “yyyy_mm_#XXXXXXXXX_State_Report.zip” containing:
 - The **Analyzer State Report**
 - **Config file** in D:\Vistachrom\#XXXXXXXXX
 - **Program file** in D:\Vistachrom\#XXXXXXXXX
 - **“.chrom” files** in D:\Vistachrom\#XXXXXXXXX\Data or E:\Vistachrom\#XXXXXXXXX\Data
 - **Error files** in E:\Vistachrom\#XXXXXXXXX\Errors



Config



Data




Program

#21781109_2012_03.Error
Fichier ERROR
17 Ko

- Send an e-mail to support@chromatotec.com with the zip file attached, describing the different modifications and operations done recently on your system.



2012_03_Analyzer_St...

Identification	Company	
	Country	
	Serial Number (SN)	
	Analyzer Model	
	Vistachrom version	
	Chip version of the CPU board	
Gas supply	Carrier gas	
	Source (if generator, provide SN)	
	Pressure (bar)	
	Quality	
	Other gas used	
	Source (if generator, provide SN)	
	Pressure (bar)	
	Quality	
Communication	Log on, clicking on 	
	Front panel LEDs lit	
Team Viewer	ID	
	Password	
Running parameters	Sampling flow (mL/min)	
	Head column pressure (hPa)	
	Column oven temperature (°C)	
	Detector temperature (°C)	
	Do you hear "pshhh" when the injection valve is actuating? ⁱ	
	$\Delta P = P \text{ ambient} - P \text{ critical (hPa)}^{\text{ii}}$	
Internal calibration oven	Permanent flow (mL/min)	
	Total dilution (mL/min)	
	Temperature (°C)	
Permeation tube	Serial Number	
	Standard	
	Retention time of the standard (s)	
	Stability over time	
Detection	Are the FID/FPD flames lit? ⁱⁱⁱ	
	H ₂ flow (mL/min)	
	Air flow (mL/min)	
	Is the PID lamp lit?	
	Level of solution in the electrochemical detector	
	Presence of bubbles around the electrochemical detector grid	

ⁱ In stand by position, click manually on the valve picture in Vistachrom to change the valve position.

ⁱⁱ For trap instruments only. In stand by position, with the sampling pump ON. Read the ambient pressure on the Vistachrom synoptic. Then actuate manually the pneumatic valve, clicking on the valve picture on Vistachrom. Read the critical pressure on the synoptic.

ⁱⁱⁱ Perform the mirror test.